

JOB DESCRIPTION

Job Title:	Housing and Resettlement Worker, Oxford House		
Hours:	37.5 (9am – 5pm)	Status:	Permanent
Accountable to:	Team Leader		
Remuneration: Per annum	£29,849	Responsible for:	Safety and support of residents at Oxford House
Location:	Bicester/Banbury		

About Us:

We are an open door for people experiencing homelessness whose lives have been shaped by trauma and disadvantage; providing safety, stability and support when it is needed most. We deliver this support across Oxfordshire by providing a range of accommodation with access to high quality support, offering a safe and welcoming space for people to take control of their own lives.

Main Purpose Of Job:

This role is responsible for delivering a safe and supportive service to all residents living at our accommodation provision in Bicester. The role holder will lead on the case management of clients with low to medium support needs who are working towards living independently within twelve months. Working in partnership with other agencies the role holder will create holistic, individualised support plans, identifying and pro-actively working towards appropriate and timely move ons.

Main Areas Of Responsibility:

- To ensure the effective delivery of high quality care, resettlement support and housing management according to Homeless Oxfordshire policies and procedures.
- To be responsible for supporting and working with clients to achieve suitable move on and successful outcomes.
- To assess risk and suitability of referrals for the service.
- To be confident in lone working, connecting remotely with the wider Cherwell team daily and attending team meetings in Banbury once per week.

- Ensure support plans and risk management plans are documented and agreed with clients in line with procedures.
- Work with the Team Manager and colleagues to achieve agreed contractual performance targets and organisational targets and objectives.
- Report to the Team Manager any safeguarding concerns without delay in line with procedures.
- Maintain a safe, clean and welcoming environment.
- Manage challenging situations in line with procedures and to ensure the safety of yourself and others.
- Ensure that IT systems are updated as required and concise record keeping is completed promptly.
- Maintain positive relationships with all stakeholders.
- Maintain positive client satisfaction; giving a respectful communication and service to clients. Ensure clients are aware of and support them to maximise their opportunity to be involved in Client Participation.
- To participate in the induction of and support new team members.
- To ensure that Homeless Oxfordshire's Equal Opportunities Policies are complied with and promoted in carrying out duties of the post.
- To represent Homeless Oxfordshire at interagency meetings, as required.
- To manage rent accounts and the collection of rent in accordance with policy and procedure
- To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire Ltd.

Safeguarding Statement:

Homeless Oxfordshire is committed to safeguarding and promoting the welfare of all adults, children and young people who are at risk of harm and that come into contact with our services. We believe that all adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount. As a result, we have a robust safeguarding policy to ensure everyone is treated fairly and a whistleblowing policy to enable people raise any concerns confidentially. We expect everyone (employees, trustees, associates, volunteers and anyone working on behalf of the Company) to share this commitment and read, understand and adhere to this policy and related procedures.

Equal Opportunities:

We employ people on the basis of their abilities. We strive to attract and develop talent that is representative of our clients and all sections of the society, and do not discriminate based on of age, faith, disability, race, gender, sexuality and socio-economic, regional or cultural background. If you are shortlisted and need us to make any adjustments to help you attend for interview, please let us know.

Person Specification

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview, Assessment)
Knowledge, Experience, Qualifications, Professional Memberships & Training	<ul style="list-style-type: none"> An understanding of the needs of homeless people Experience of working in a face-to-face environment 	<ul style="list-style-type: none"> Experience of working with people with mental health, drug or alcohol needs. Knowledge and understanding of trauma. Experience of working in a hostel, or similar, environment. 	A, I
Communication, Engagement & Relationships	<p>Open attitude to change and ability to facilitate, enable and encourage the engagement of others in the change process</p> <p>Ability to connect with, motivate and drive others</p> <p>Modifies own style and approach in order to achieve goals and effectiveness</p> <p>Focused on the views and needs of clients and other stakeholders and ensures that individual focus is at the core of service provision</p> <p>Displays self-awareness and integrity in all relationships</p> <p>Ability to make quick and effective decisions</p> <p>Excited by and passionate about delivering impact for people experiencing homelessness</p> <p>IT literate with knowledge of Microsoft packages in order to produce letters & reports and store/retrieve information</p>		A, I

	<p>from databases.</p>		
<p>Team Skills</p>	<p>Ability to lead, inspire and engage team to own and deliver on Homeless Oxfordshire's Vision and Objectives</p> <p>Ability to deal with challenging behaviour</p> <p>Thrives on working with others: is motivated by working closely with other people, building and managing relationships and meeting new people</p> <p>Thrives in a fast-pace environment, with a 'can do' attitude</p> <p>Self-motivated and open: reflects on self, willing to be open and honest about self-reflection and seeks personal improvement</p> <p>Enthusiasm, energy and willingness to meet challenging demands and work to deadlines</p> <p>Commitment to the Values and Objectives of Homeless Oxfordshire</p> <p>Ability to work across the whole organisation with other services and departments as appropriate</p>		<p>A, I</p>
<p>Analytical, Problem Solving & Judgement Skills</p>	<p>Able to identify and resolve risk management issues according to policy/protocol</p> <p>Understanding of the context in which you work, the needs</p>		<p>A, I</p>

	<p>of others and able to connect people and projects so that the sum of the parts is greater than the individual elements.</p>		
<p>Planning & Organisational Skills</p>	<p>Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution</p> <p>Ability to organise, plan and prioritise on own initiative, for self and others, including when under pressure and meeting deadlines</p> <p>Ability to keep comprehensive case files and notes</p>		<p>A, I</p>
<p>Standards & Compliance</p>	<p>Knowledge of safeguarding legislation and risk assessment methodology</p> <p>Knowledge of voluntary and statutory services available to homeless people and vulnerable adults</p> <p>Able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR).</p>		
<p>Equality, Diversity & Inclusivity</p>	<p>Respects and values the diversity of colleagues, clients and wider operational environment.</p> <p>Demonstrates commitment to enhancing and developing Homeless Oxfordshire services in line with principles of equality and diversity</p>		<p>A, I</p>

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	<p>Ability to work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.</p>		
<p>Personal / Professional Development</p>	<p>Commitment to developing skills required to progress in role</p> <p>Commitment to appraisal and annual review process with manager</p> <p>Ability to apply new information and learn from experiences.</p> <p>Shares knowledge and learning with others and recognises own strengths and areas for development</p>		<p>A, I</p>

This job description is a broad reflection of current duties, but it is not exhaustive. It will be reviewed on no less than an annual basis to reflect priorities and developments during the on-going appraisal and performance review process and any organisational change arising. This post is part of Oxfordshire's Homeless Alliance. Its members are people with lived experience of homelessness, service providers, and local authorities. The Alliance has come together to end rough sleeping and improve services so that they make a positive difference to the lives of people who are homeless and at risk of homelessness in Oxfordshire. The job description is a broad reflection of current duties and it is not exhaustive. It will be reviewed regularly to reflect priorities and developments as the need arises.